Dear Parents and Carers,   20ᵗʰ May 2024

Last week, we let you know about our new Parent App and we can see that lots of you have already set this up managed to access your child's pupil records etc.

It was our intention to cease using PING when our contact ends on the 31ˢᵗ May 2024 and switch to Arbor Parent App. We understand that there was a major issue with PING on Friday and all parent accounts have been duplicated, hence you will all have had problems logging in.

PING are working on trying to resolve this however **we have taken the decision to switch to using the Arbor Parent App for all communications, with immediate effect.** If you have not downloaded the app yet, please may we suggest you do this immediately to ensure you do not miss any communications from school – instructions of how to do this are detailed overleaf.

We are aware that some of you may not have completed consent forms for activities that are happening this week – Fridays Colour Run and Tea Towel Orders. Fortunately, we do have access to PING records where you have given consent and where we are still awaiting your consent, we are sending home consent forms with your child. These still need to be returned by the deadline stated on the letter.

We have also recently sent some communications relating to events that are happening after half term – Y3 trip to Ingleborough Caves Year 2 Mosque Trip and Year 2 Lytham Trip, we will be sending the link to the form out again via ARBOR Parent App so if you have not already done so, you can complete in plenty of time. If you have already completed the form via PING, there is no need to complete again via ARBOR – we already have your consent.

To ease the transition this week, we will also be sending paper copies home of any communications that are sent this week. We will also be adding copies of all letters to our school website, just in case you miss any.

EYFS and KS1 pupils, who usually pre-order their lunch, will need to order their lunch in class for the remainder of the week. You can view this week's lunch menu on the school website.

Headteacher: Karl Russell | Silsden Primary School Hawber Cote Lane, Silsden BD20 0JJ
Telephone: 01535210666 | Email: office@silsden.bradford.sch.uk | Website:
www.silsdenprimary.co.uk

At 10AM on Tuesday 21st May, we will be sending a TEST message via Arbor Parent App.
Please ensure that you ensure that push notifications are switched on in your phone settings to ensure you receive a notification.

We apologise for any inconvenience this has caused however we are sure that our new way of working will be an improvement.
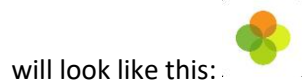
Kind regards

Mr K S Russell
Headteacher

Instructions on how to download Arbor Parent App

To get started with Arbor follow these simple instructions:

1. Download the "Arbor Parent App" through the Google Play or Apple Store. The logo

    will look like this:
2. Enter the e-mail address that we have on file for your child in the "enter your e-mail address field"
3. Click on "Forgot password". This you will send you an e-mail to re-set your password. Enter a secure password from this link.
4. Go back to the App login by entering your e-mail address and new password.

You will need to enter the date of birth of your children to access their record and agree to their terms and conditions. You can then toggle between children and their records.

Remember to ensure that PUSH notifications are turned on for this app to ensure you receive notifications of messages.

Any problems, let the school office know.